e-Quals Unit Syllabus

Electronic communication using Outlook

7266 – 031

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Unit 031 Electronic communication using Outlook

Rationale

The aim of this unit is to provide candidates with an intermediate level of skills and knowledge to competently prepare for, and perform a variety of *communications related tasks* using Information and Communication Technologies (ICT). Candidates will develop a more demanding understanding of the Microsoft Outlook application and the operating system in everyday usage and the ability to work in a generally unsupervised role solving issues competently without direction.

Learning outcomes

There are **four** outcomes to this unit. The candidate will be able to:

- Navigate and use Outlook facilities
- Use Outlook, on a network, to communicate
- Use the Outlook calendar
- Use contacts, tasks and notes

Guided learning hours

It is recommended that 60 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications:

- N/SVQ in Customer Service, units
  - 201, 202, 203, 204
- ICS Customer Service Technical Certificate, units
  - 1.1, 1.2, 1.3, 1.4, 1.5, 1.6
  - 2.1, 2.4, 2.5, 2.7
  - 3.3, 3.4, 3.5

Assessment and grading

This unit will be assessed by an assignment covering practical skills.

Unit 031 Electronic communication using Outlook

Outcome 1 Navigate and use Outlook facilities

Practical activities

The candidate will be able to:

1 open the Microsoft Outlook application
2 use application based Help resources
3 move/copy items between folders
4 navigate between components
5 modify the Master Categories list
6 assign items to a category
7 sort information using categories
8 use the clipboard
9 customise menu and taskbars
10 create directories/folders
11 sort e-mail
12 set viewing options
13 archive e-mail messages
14 delete e-mail messages
15 filter a view
16 create and use Office documents inside Outlook
17 Close the Outlook application correctly.

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Outcome 2 Use Outlook, on a network, to communicate

Practical activities

The candidate will be able to:

1 read e-mail

2 send e-mail

3 compose e-mail by entering text

4 print e-mail

5 address e-mail by entering text

6 forward, reply and recall e-mail

7 use address book to address e-mail

8 flag e-mail messages

9 navigate within e-mail messages

10 find e-mail messages

11 configure basic e-mail print options

12 work with attachments

13 add a signature

14 customise the look of e-mail

15 use e-mail templates (themes) to compose e-mail

16 integrate and use e-mail with other components

Underpinning knowledge

The candidate will be able to:

1 explain the advantage of composing e-mail offline

2 explain the need to keep attachment files as small as possible

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Outcome 3 Use the Outlook calendar

Practical activities

The candidate will be able to:

1 navigate within the calendar

2 schedule appointments and events

3 set reminders

4 print in calendar

5 schedule multiday events

6 configure calendar print options

7 customise the calendar view

8 schedule recurring appointments

9 add and remove meeting attendees

10 plan meetings involving others

11 save a personal or team calendar as a Web page

12 book office resources directly eg conference rooms

13 integrate calendar with other components.

Underpinning knowledge

The candidate will be able to:

1 describe the difference between an appointment and an event.

Unit 031 Electronic communication using Outlook

Outcome 4 Use contacts, tasks and notes

Practical activities

The candidate will be able to:

1 create, edit and delete contacts

2 send contact information via e-mail

3 organise contacts by category

4 manually record an activity in a journal

5 link activities to a contact

6 sort contacts using fields

7 create and update one-time tasks

8 accept and decline tasks

9 organise tasks using categories

10 assign tasks to others

11 create tasks from other components

12 change the view for tasks

13 create and edit notes

14 organise and view notes

15 customise notes.

Underpinning knowledge

The candidate will be able to:

1 describe the purpose of notes.

Unit record sheet

Use this form to track your progress through this unit.

Tick the boxes when you have covered each outcome. When they are all ticked, you are ready to be assessed.

Outcome	✓	Date
1 **Navigate and use Outlook facilities**	☐	
2 **Use Outlook, on a network, to communicate**	☐	
3 **Use the Outlook calendar**	☐	
4 **Use contacts, tasks and notes**	☐	

Candidate Signature ..... **Date** .....

City & Guilds Registration Number .....

Quality nominee (if sampled) ..... **Date** .....

Assessor Signature ..... **Date** .....

External Verifier Signature (if sampled) ..... **Date** .....

Centre Name ..... **Centre Number** .....

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